

## **Critical Access Behavioral Health Agency Review Process**

Providers who wish to receive certification as a Critical Access Behavioral Health Agency must electronically submit a letter of attestation and supporting documentation to the Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS) LME Systems Performance Team at [contact.dmh.lme@dhhs.nc.gov](mailto:contact.dmh.lme@dhhs.nc.gov). Critical Access Behavioral Health Agency status will be certified once for the entire state through review by a regional certification team. The regional certification team that conducts the review will depend on the location/region the core services and the two additional required services are delivered. Letters of attestation and supporting documentation may be submitted to DMH/DD/SAS beginning December 1, 2009.

The Critical Access Behavioral Health Agency certification process involves two steps:

1. A desk review of the letter of attestation and supporting documentation by staff members of DMH/DD/SAS LME Systems Performance Team and staff from Division of Medical Assistance Provider Services.
2. An onsite review to verify information submitted by the provider agency. The onsite review will also include staff interviews of the Medical Director, Clinical Director and Quality Improvement/Training Director and other provider agency staff as deemed appropriate and will be completed by a Critical Access Behavioral Health Agency Regional Certification Team.

### **Critical Access Behavioral Health Agency Regional Certification Team**

The Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS) will convene three Critical Access Behavioral Health Agency Regional Certification Teams (East, Central and West).

Each Critical Access Behavioral Health Agency Regional Certification Team will be composed of a staff from the DMH/DD/SAS LME Systems Performance Team, a staff from the Division of Medical Assistance (DMA) as well as a Medical Director and two licensed clinical staff from Local Management Entities (LMEs) located within the region. A staff from the DMH/DD/SAS LME Systems Performance Team will serve as the Team Leader for each review committee and will be responsible for completing the following activities:

- Identify the DMA and LME staff that will participate on the review committee
- Coordinate staff interviews and onsite review
- Track all activities related to staff interviews and onsite review
- Document results of staff interviews and onsite review
- Inform the provider of the Critical Access Behavioral Health Agency Certification Team's decision

All LMEs are expected to provide licensed clinicians (with expertise in varying disability and age groups) and where applicable a Medical Director to participate as members of the Critical Access Behavioral Health Agency Regional Certification Team located in their region on a rotating basis. When possible, LMEs that have endorsed or have a signed Memorandum of Agreement with the provider that is requesting a certification review will not be assigned to

serve on the Critical Access Behavioral Health Agency Regional Certification Team for that provider.

### **Desk Review**

Upon receipt, staff from the DMH/DD/SAS LME Systems Performance Team will log receipt of the letter of attestation and supporting documentation and electronically notify the provider that the information has been received. A desk review of the material will be completed by LME Systems Performance Team and DMA Provider Services staff to determine whether or not the information contained in the attestation letter and the supporting documentation is complete.

- If the information contained in the attestation letter and supporting documentation is complete, the provider agency will be notified by DMH/DD/SAS by a standardized letter and the onsite review will be scheduled.
- If the information contained in the attestation letter and supporting documentation is not complete, the provider agency will be notified by DMH/DD/SAS by a standardized letter and notified of their appeal rights.

### **Onsite Review**

Once it has been determined that the information contained in the attestation letter and the supporting documentation is complete, the Critical Access Behavioral Health Agency Regional Certification Team will complete an onsite review to include interviews of the provider agency's Medical Director, Clinical Director, Quality Improvement/Training Director and other provider agency staff as deemed appropriate. The purpose of the onsite review is to verify the information submitted with the attestation letter. The onsite review will include interviews with the Medical Director, Clinical Director and other agency staff as deemed appropriate to ensure the active involvement of the Medical Director and Clinical Director in the treatment and clinical operations of the agency. In addition, the Quality Improvement/Training Director will also be interviewed to ensure active involvement with the quality improvement and staff training activities of the agency. All members of the Critical Access Behavioral Health Agency Regional Certification Team will review the approved letter of attestation and supporting documentation prior to the onsite review.

- If the provider agency meets the qualifications of a Critical Access Behavioral Health Agency after the completion of the onsite review, the provider agency will be notified by a standardized letter. The agency will enter into a standard agreement with DHHS and enroll with DMA as a Critical Access Behavioral Health Agency provider.
- If the provider agency does not meet the qualifications of a Critical Access Behavioral Health Agency after the completion of the onsite review, the provider agency will be notified by a standardized letter and informed of their appeal rights.

Once certified, a Critical Access Behavioral Health Agency may provide services in any part of the state provided that the services provided by the agency are endorsed at the local level, if required.

### **Recertification**

Critical Access Behavioral Health Agencies will be subject to recertification every three years. Continued certification will be based upon the provider's meeting or exceeding the required performance standards established by DHHS.

**Withdrawal**

Certification status will be involuntarily withdrawn if at any time the Critical Access Behavioral Health Agency:

- Fails to meet staffing and service requirements; or
- Fails to meet the DHHS Standardized Performance Contract requirements; or
- Fails to meet the DMA Provider Enrollment Agreement requirements

The agency will be notified by a standardized letter and notified of their appeal rights.